

# Corporate Philosophy

Toshiba Group's Corporate Philosophy emphasizes respect for people, creation of new value, and contribution to society.

The Group slogan – “Committed to People, Committed to the Future. TOSHIBA.” – expresses the essence of our corporate philosophy. We recognize that it is our corporate social responsibility (CSR) to put our philosophy and slogan into practice in our day to day business activities. In doing so, we accord the highest priority to human life & safety and compliance.

## Basic Commitment of the Toshiba Group

We, the Toshiba Group companies, based on our total commitment to people and to the future, are determined to help create a higher quality of life for all people, and to do our part to help ensure that progress continues within the world community.

### Commitment to People

We endeavor to serve the needs of all people, especially our customers, shareholders, and employees, by implementing forward-looking corporate strategies while carrying out responsible and responsive business activities. As good corporate citizens, we actively contribute to further the goals of society.

### Commitment to the Future

By continually developing innovative technologies centering on the fields of Electronics and Energy, we strive to create products and services that enhance human life, and which lead to a thriving, healthy society. We constantly seek new approaches that help realize the goals of the world community, including ways to improve the global environment.

Toshiba Group Slogan

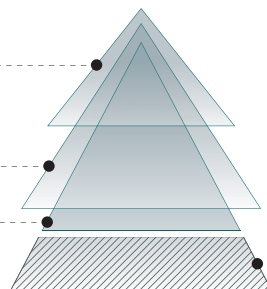
**Committed to People,  
Committed to the Future. TOSHIBA**

#### Framework of Toshiba Group's Management Philosophy

Basic Commitment of the Toshiba Group  
Toshiba Group's mission

Toshiba Group Management Vision  
A set of values and targets shared throughout Toshiba Group

Toshiba Group Standards of Conduct  
Standards of conduct to which everyone in Toshiba Group is required to adhere



UN Global Compact\*

Responsibilities as a global enterprise

\* UN Global Compact: A voluntary corporate citizenship initiative concerning human rights, labor, the environment, and anti-corruption proposed by the former UN Secretary-General Kofi Annan in 1999 at the World Economic Forum. Toshiba joined the UN Global Compact in 2004.

## Editing Policy

One of Toshiba Group's endeavors includes the publication of the CSR report in order to report its CSR management policy and activities worldwide in a sincere and user-friendly manner. While editing the report, we examine and consider the items to be reported every year, from the viewpoint of what is material for our stakeholders as well as Toshiba Group. We then verify the results using Toshiba's unique indicator for determining materiality, based on specific indicators of SRI survey items, etc. (See P19)

Based on the above basic policy, we have edited CSR Report 2009, with the three new features described below: We solicited the opinions on Toshiba's CSR management from two intellectuals associated with Toshiba's CSR over the past few years. The theme revolved around the recent important issues for Toshiba Group's CSR. Accordingly, we have reported their views and recommendations as well as our response to them.

The second feature of the CSR Report 2009 is that we have included a special feature emphasizing two aspects that are considered important as a "corporate citizen of planet Earth," based on the feedback from intellectuals. The first aspect is how Toshiba Group is addressing the global warming problem, the most critical environmental issue. In response, we have reported our environmental commitment (based on Toshiba Group Environmental Vision 2050) made in each business domain. Another aspect is how Toshiba Group is addressing the social issues specific to each region in the world. In response, we have introduced our CSR efforts in the U.S., Europe, China and Asia.

The third feature of the CSR Report 2009 is that we have categorized our activity reports into Materiality Reporting and Management Reporting in order to clarify the materiality of the activities\*.

We have considered these improvements in this edition based on third-party comments, opinions from readers, stakeholder dialogue, etc.

We request you to read this report and give us your valuable feedback.

\* This report covers only a limited coverage on environmental aspects since the "Toshiba Group Environmental Report 2009" issued separately contains environmental information in details.

### Organizations covered

In principle, Toshiba Group (Toshiba Corporation and its 537 consolidated subsidiaries in Japan and overseas). In case the scope of reporting is not Toshiba Group, then the individual entity is indicated.

Note: "Toshiba" in this report means Toshiba Corporation.

### Reporting period

This report focuses on the results of activities in fiscal 2008 (from April 1, 2008 to March 31, 2009) but includes some activities continuing from the past and more recent ones.

### Publication

Current issue: August 2009 (Next issue: Scheduled for August 2010; Previous issue: August 2008)

### Reference Guidelines

Global Reporting Initiative (GRI)  
Sustainability Reporting Guidelines (G3)  
Environmental Reporting Guidelines (Fiscal Year 2007 Version), Ministry of the Environment of Japan  
Environmental Accounting Guidelines 2005, Ministry of the Environment of Japan

## Contents

<b>Corporate Philosophy</b> .....	1
<b>Toshiba Group Business Overview and Economic Performance</b> .....	3
<b>Recommendations by Intellectuals to Toshiba</b> .....	5
<b>CEO Commitment</b> .....	7

<b>Special Feature: As a corporate citizen of planet Earth</b> .....	9
--	---

<b>I Toward Achieving the Environmental Vision 2050</b> —— Efforts in Various Business Domains .....	9
---	---

<b>II Toward Promoting CSR-oriented Management Worldwide</b> —— Activities for Each Overseas Region .....	14
--	----

<b>CSR Reporting Policy</b> .....	19
<b>Major Achievements in Fiscal 2008 and Targets and Plans for Fiscal 2009</b> .....	21

<b>Materiality Reporting</b> .....	23
------------------------------------	----

 <b>Responsibility toward Customers</b> .....	23
--	----

Quality Improvement and Safety Assurance/  
Customer Satisfaction and After Service Enhancement

 <b>Responsibility toward Employees</b> .....	27
--	----

Respect for Human Rights and Employment/Respect of Diversity/  
Promotion of Work Style Innovation/Occupational Health and Safety

 <b>Responsibility toward Suppliers</b> .....	31
--	----

Fair Trading Practices/CSR Promotion in Supply Chain

 <b>Responsibility toward Local Communities</b> .....	32
--	----

Promotion of Science Education/Promotion of Nature Conservation Activities/  
Cooperation with NPOs and NGOs/Contribution to Communities of Global Business Sites

<b>Management Reporting</b> .....	35
-----------------------------------	----

CSR Management .....	35
----------------------	----

Corporate Governance .....	37
----------------------------	----

Dialogue with Shareholders and Investors .....	38
--	----

Risk Management and Compliance .....	39
--------------------------------------	----

Information Security .....	41
----------------------------	----

Protection of Intellectual Property .....	42
---	----

Environmental Management .....	43
--------------------------------	----

<b>A Third-Party Review of the CSR Report</b> .....	49
---	----

<b>Evaluation of CSR by External Parties</b> .....	50
--	----

### Disclaimer

This report contains plans and strategies for the future of Toshiba, and predictions and prospects for our performance. They are based on our determinations and convictions made based on the facts and information made available to us today.